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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Gerald GAUTHIER Sr. Paralegal – Intellectual Property
Group Art Unit: 2645

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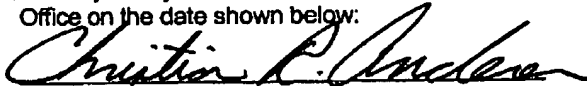
FORMAL SUBMISSION OF:

- 1) Request for Continued Examination (RCE) Transmittal; and
- 2) Petition Under 37 C.F.R. § 1.137(b).

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING BEHAVIOR
OF A USER OF AN AUTOMATED RESPONSE SYSTEM
Serial No. 10/090,579
Filing Date: March 4, 2002
First Named Inventor: 01-4004C

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


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Date of Transmission: September 14, 2004

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PTO/SB/30 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

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REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL

Subsection (b) of 35 U.S.C. § 132, effective on May 29, 2000,
provides for continued examination of an utility or plant application
filed on or after June 8, 1995.
See The American Inventors Protection Act of 1999 (AIPA).

Application Number	10/090,579
Filing Date	March 4, 2002
First Named Inventor	Patrick Peterson et al.
Group Art Unit	2845
Examiner Name	Gauthier, Gerald
Attorney Docket Number	01-4004C

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application.

NOTE: 37 C.F.R. § 1.114 is effective on May 29, 2000. If the above-identified application was filed prior to May 29, 2000, applicant may wish to consider filing a continued prosecution application (CPA) under 37 C.F.R. § 1.53(d) (PTO/SB/28) instead of a RCE to be eligible for the patent term adjustment provisions of the AIPA. See Changes to Application Examination and Provisional Application Practices, Final Rule, 65 Fed. Reg. 50082 (Aug. 16, 2000); Interim Rule, 65 Fed. Reg. 14985 (Mar. 20, 2000), 1233 Off. Gaz. Pat. Office 47 (Apr. 17, 2000), which established RCE practice.

1. Submission required under 37 C.F.R. § 1.114

- a. ☒ Previously submitted
- i. ☒ Consider the amendment(s)/reply under 37 C.F.R. § 1.116 previously filed on May 5, 2004
(Any unentered amendment(s) referred to above will be entered).
- ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____
- iii. ☐ Other _____
- b. ☒ Enclosed
- i. ☐ Amendment/Reply
- ii. ☐ Affidavit(s)/Declaration(s)
- iii. ☐ Information Disclosure Statement (IDS)
- iv. ☒ Other Petition Under 37 C.F.R. § 1.137(b)

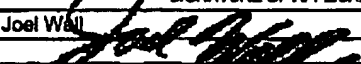
2. Miscellaneous

- a. ☐ Suspension of action on the above-identified application is requested under 37 C.F.R. § 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. § 1.17(i) required)
- b. ☐ Other _____

3. Fees

- The RCE fee under 37 C.F.R. § 1.17(e) is required by 37 C.F.R. § 1.114 when the RCE is filed.
- a. ☒ The Director is hereby authorized to charge any deficiencies in the following fees, or credit any overpayments, to Deposit Account No. 07-2347
- i. ☒ RCE fee required under 37 C.F.R. § 1.17(e)
- ii. ☐ Extension of time fee (37 C.F.R. §§ 1.138 and 1.17)
- iii. ☒ Other Petition Under 37 C.F.R. § 1.137(b)
- b. ☒ Checks in the amount of \$ 770.00 and \$ 1,330.00 are enclosed
- c. ☐ Payment by credit card (Form PTO-2038 enclosed)

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type)	Joel Wall	Registration No. (Attorney/Agent)	25,648
Signature		Date	

CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or facsimile transmitted to the U.S. Patent and Trademark Office on:

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